

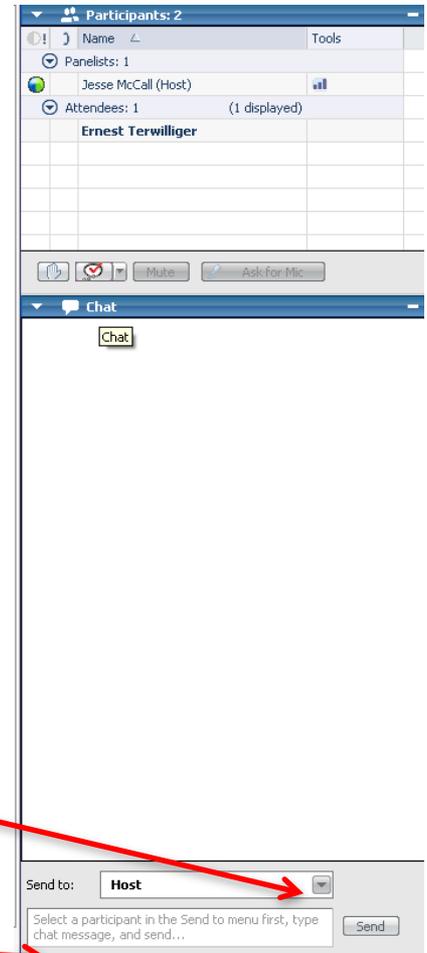
# Poverty Outcomes and Improvement Network Team (POINT) Informational Calls



January 6, 2016

# WebEx Quick Reference

- Welcome to today's informational call!
- Please chat questions to "All Participants"
- For technology issues only, please Chat to "Host"
- WebEx Technical Support: 866-569-3239
- Dial-in Info: Communicate / Join Teleconference (in menu)



Select Chat recipient

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# Today's Presenters

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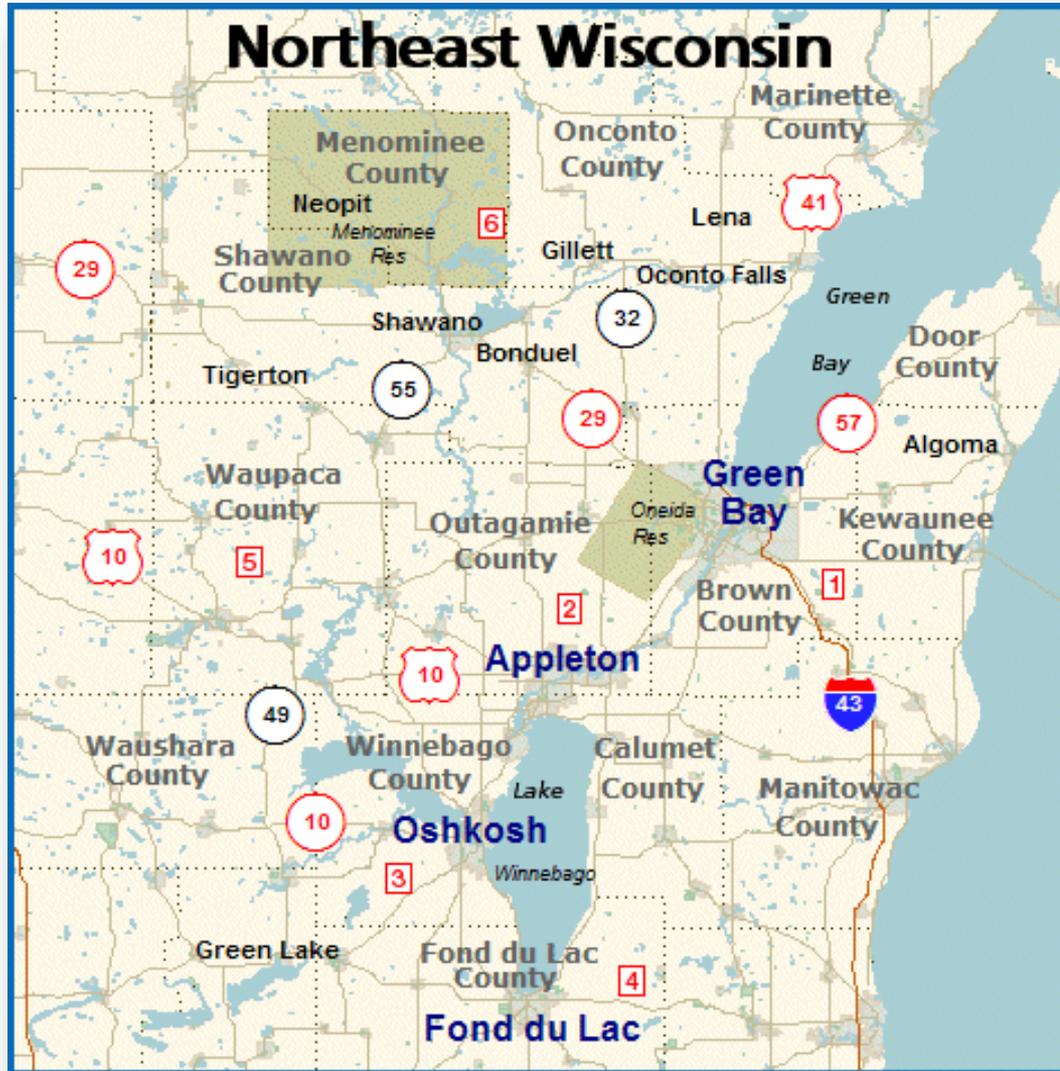
**Ninon Lewis**  
*Executive Director, IHI*



**John Whittington**  
*IHI Lead Faculty, Triple Aim*



# Who and Where Are You?



# Agenda

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- Introduction and Welcome
- Background
- Aim and Intended Results
- Learning Design and Activities
- Measuring Our Impact
- Timeline and Expectations of Participating Sites
- Enrollment and Next Steps
- Questions



# Why We're Here

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- Even in light of the progress made by organizations across all sectors of the region, and after millions of dollars invested by communities to help people escape poverty, we have not yet seen the breakthrough improvements on poverty that we want and need to see.
- Cross-sectoral stakeholders across the region have come together to embark upon a multi-year journey to achieve breakthrough improvement in poverty reduction.
- As part of this longitudinal effort, we invite you to join the *Poverty Outcomes and Improvement Network Team (POINT)*, an 18-month improvement initiative beginning in 1<sup>st</sup> quarter 2016.



# Aim and Intended Results

*With the overall aim of building the foundation to achieve breakthrough improvement in poverty reduction in NE*

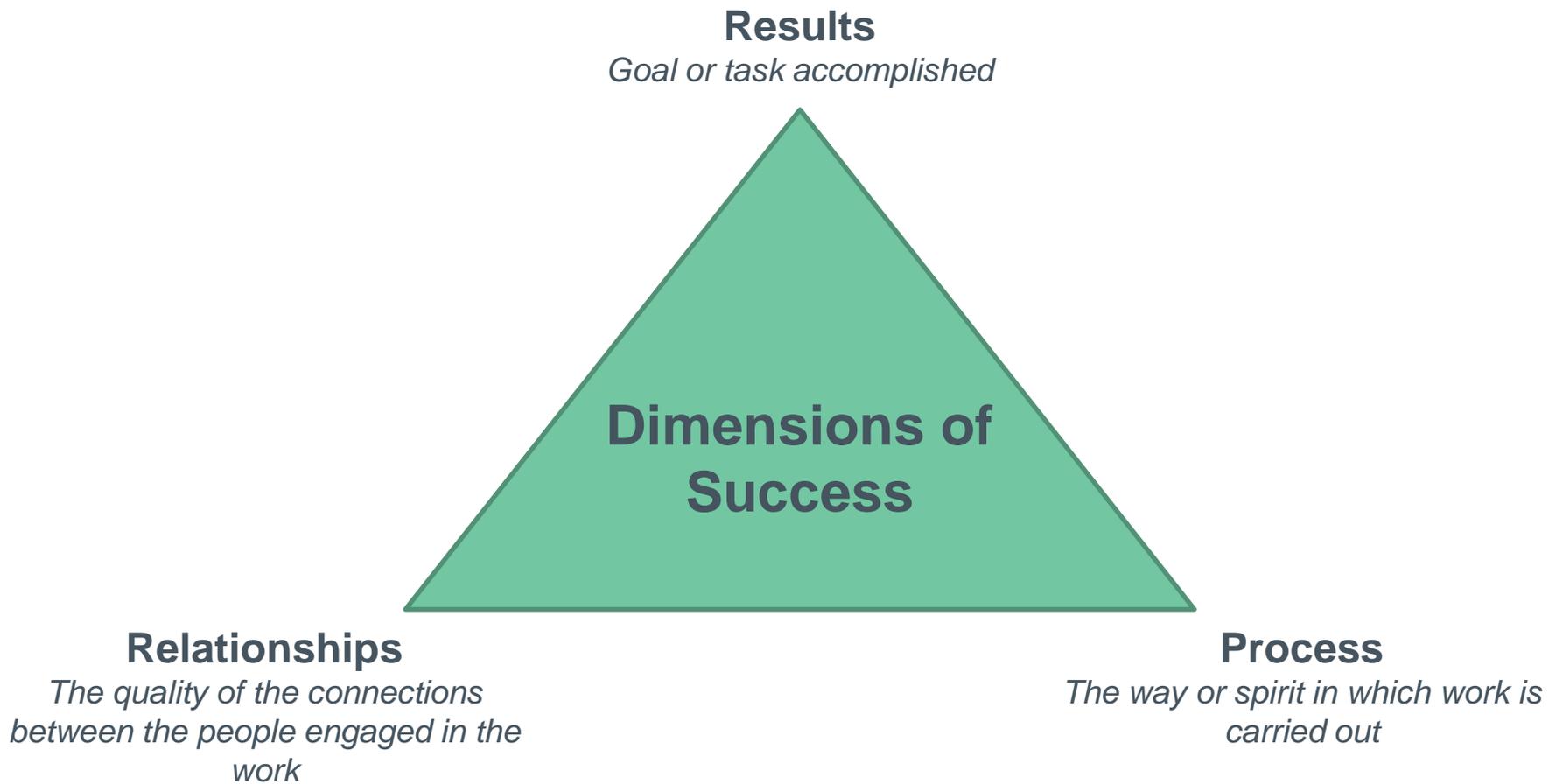
*Wisconsin, POINT is designed to:*

- Guide the structural, service delivery, and process changes as well as capacity development of the participating organizations needed to drive results for the community;
- Develop a learning system at both the community and the regional level which fosters intentional testing and learning, and feedback loops to understand movement on specified poverty aims and measures;
- Accelerate results and integrate and align the assets of local leaders and organizations to develop capacity for long lasting collaboration with new and existing partners.



# Aim and Intended Results

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# Some Basic Concepts of Improvement

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- Every system is perfectly suited to produce the results it produces (Most people are already doing their best).
- All work is a process, thus unreliable, inefficient processes add unnecessary work.
- Improvement of processes requires change, but all change is not improvement.



# LEARNING DESIGN AND ACTIVITIES



# The Collaborative Method

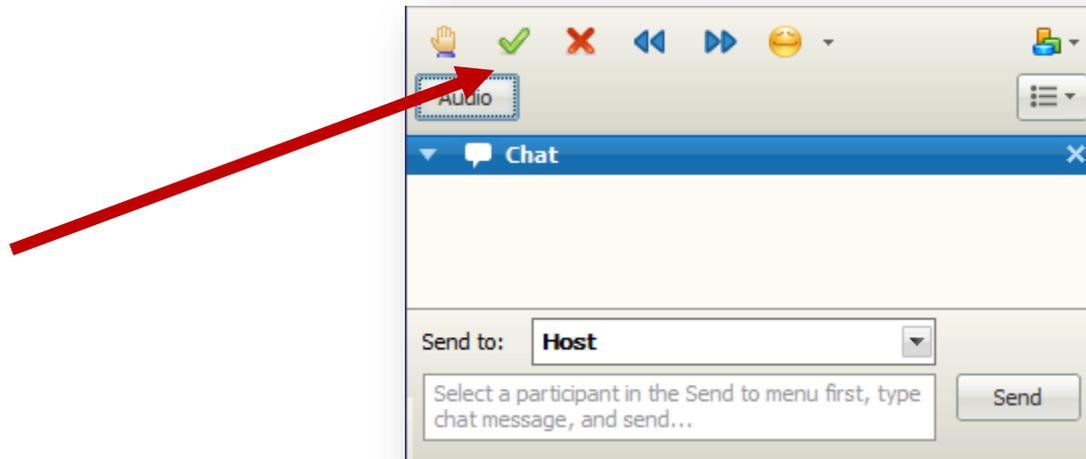
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A collaborative is a short term (*POINT is 18 months*) learning system that brings together multiple teams to seek improvement toward a common aim.

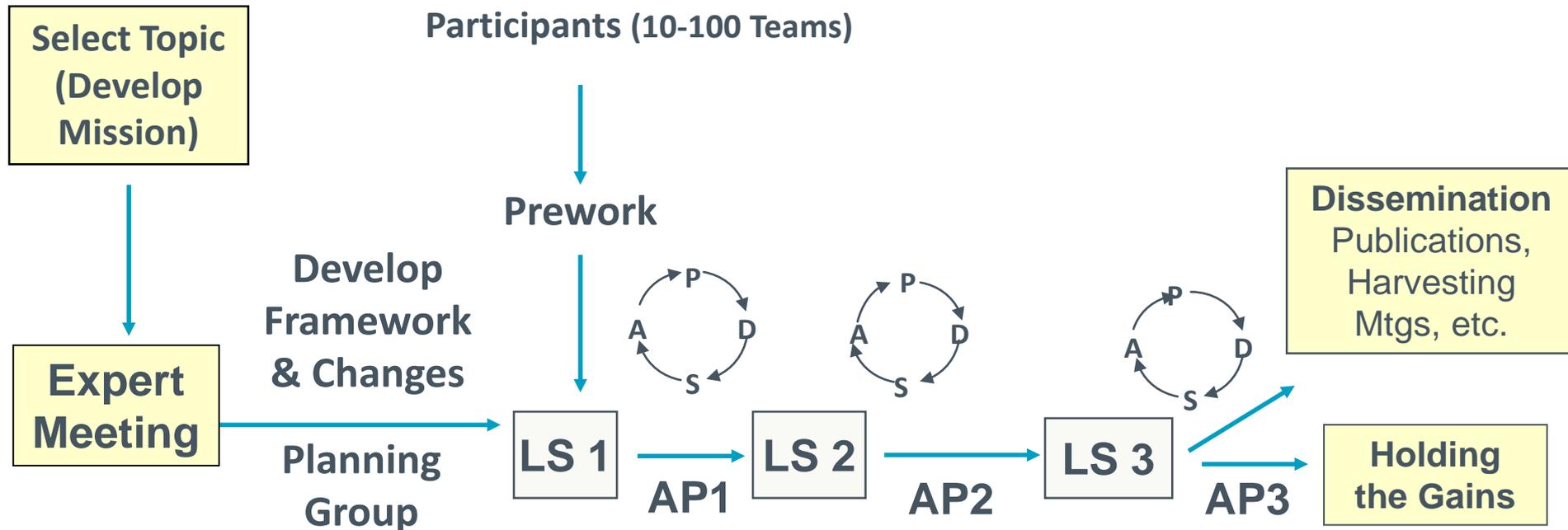


# QUICK POLL: Have you ever been in a program like this?

- Please mark an ✓ if you have ever been a part of a program that brought together teams working towards an explicit common aim.



# Traditional IHI Breakthrough Series



- Supports**
- Email • Coaching Calls and Meetings
    - Extranet • Visits • Sponsors
    - Team Reports
  - **Regional Indicators of Progress**

LS – Learning Session

AP – Action Period



# Collaboratives: “Have to Haves” for Accelerating Improvement

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- **Will** – Motivation comes from learning that it is possible and from bonding with colleagues working on the same problem.
- **Ideas** – Acquire great ideas for change using the evidence base, tried and tested changes, faculty, and colleagues
- **Execution** – Learn a method for making lasting changes and begin using it



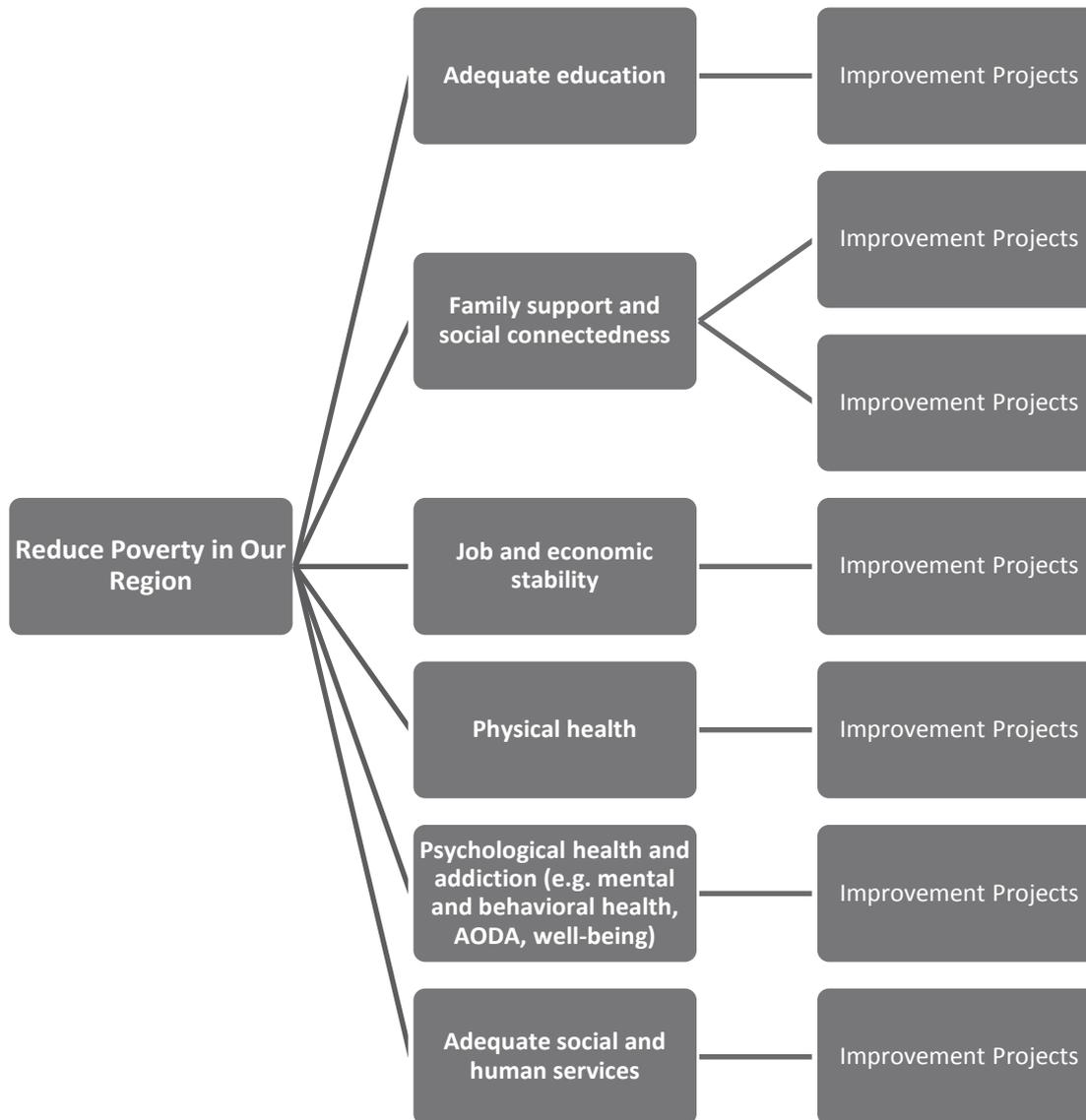
# Will: Senior Leadership Support

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This initiative should be a recognized priority supported by each organization's senior leadership and governing board. These leaders should stay actively connected to improvement team work in which their associates are engaged.



# Ideas: Draft Areas of Impact



# POLL: Please select the area that you currently work in

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- Adequate education
- Family support and social connectedness
- Job and economic stability
- Physical health
- Psychological health and addiction (e.g. mental and behavioral health, AODA, well-being)
- Adequate social and human services
- Other (if other, please chat in what area you work in)



# Example POINT Improvement Projects

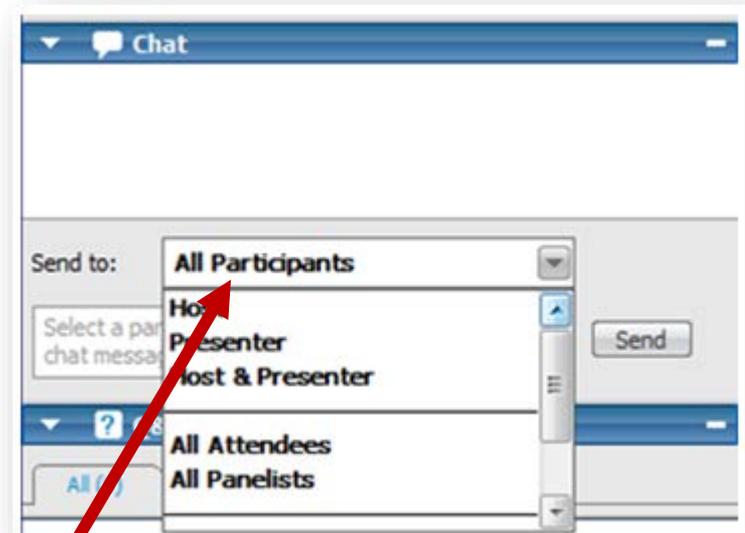
Driver	Examples of Possible Aims for Improvement Projects
<b>Adequate education</b>	<ul style="list-style-type: none"> <li>• For those individuals in poverty, increase the number of individuals achieving GEDs by 20% by December 2016</li> <li>• Decrease the time it take to enroll an individual in job training by 25%</li> </ul>
<b>Physical health</b>	<ul style="list-style-type: none"> <li>• For those individuals in poverty, increase by 15% the number of individuals with health insurance with a monthly premium costing no more than 9.5% of monthly income</li> </ul>
<b>Job and economic stability</b>	<ul style="list-style-type: none"> <li>• Place in sustainable employment at least 20 more individuals in 2016 than placed in 2015 through improved methods mental health outreach for the homeless population.</li> <li>• Place in sustainable employment at least 20 more individuals aging out of foster care in 2016 than in 2015.</li> <li>• Place in sustainable employment at least 20 more women in 2016 than in 2015 through improvement in worksite experience.</li> <li>• Place in sustainable employment at least 50 more individuals in 2016 than 2015 by better matching skills training to available jobs</li> </ul>
<b>Psychological health &amp; addiction</b>	<ul style="list-style-type: none"> <li>• Increase by 25% the number of people who rate the quality of the counseling they received at the clinic as excellent</li> <li>• Increase by 25% the number of people who have the confidence they can meet their treatment goals</li> </ul>
<b>Adequate social and human services</b>	<ul style="list-style-type: none"> <li>• Increase the number of seniors on a fixed income placed in permanent housing by 25% in 2016</li> <li>• Increase the number of single parent families who have affordable child care by 10% by December 2016</li> </ul>



# CHAT IN

What is one service that you deliver or area you work in that you would like to improve upon. Please be specific as possible!

- *“I’d like to improve our housing placement rate.”*
- *“I’d like to improve our GED program enrollment process.”*
- *“I’d like to improve the referral process from primary care to mental health services.”*
- *“I’d like to improve our diverse hiring practices.”*



Be sure to send chat to  
“All Participants”



# Execution : A Typical Approach...

## Conference Room



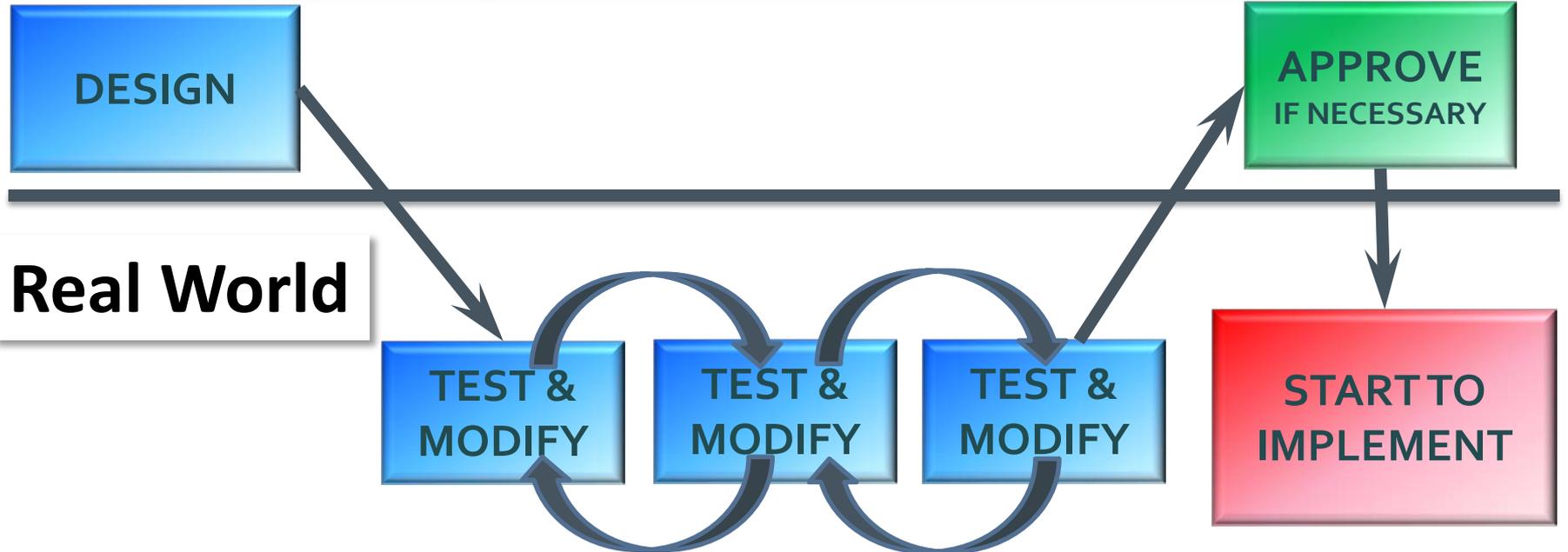
## Real World



**IMPLEMENT**

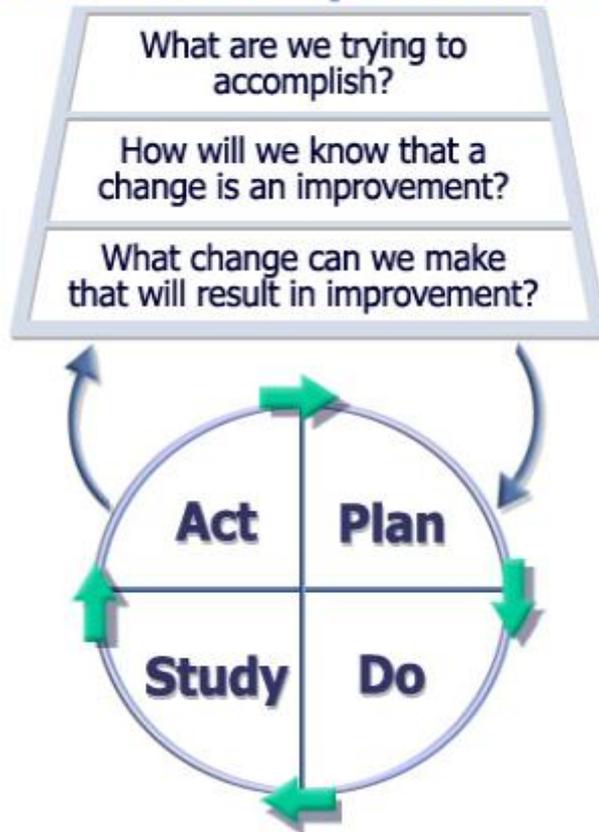
# The Quality Improvement Approach

## Conference Room

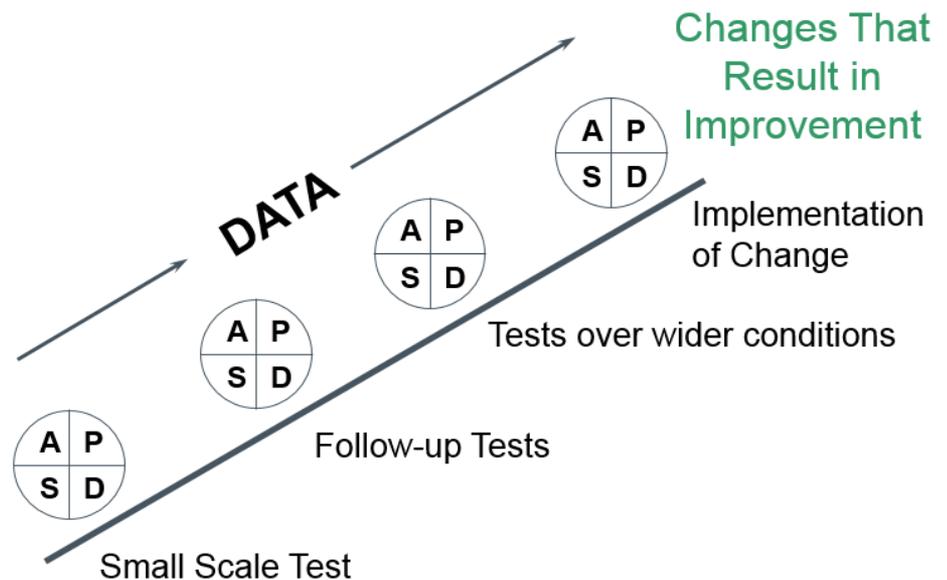


# Model for Improvement

## Model for Improvement



Hunches  
Theories  
Ideas



# Execution: Collaborative Improvement Process

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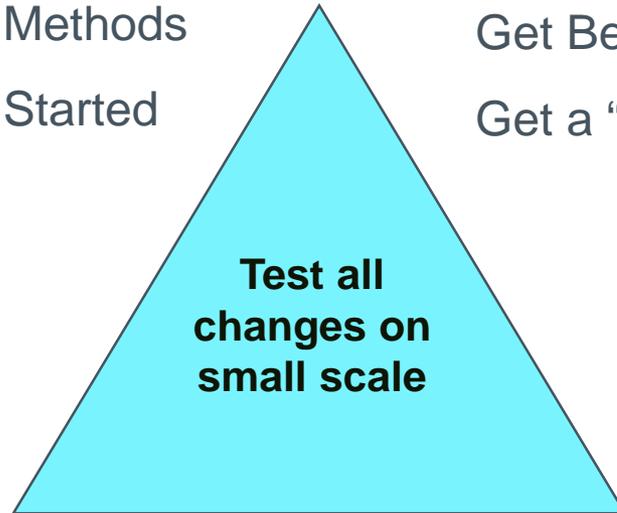
## Learning Session 1

Clarify your aim

Get Ideas

Get Methods

Get Started



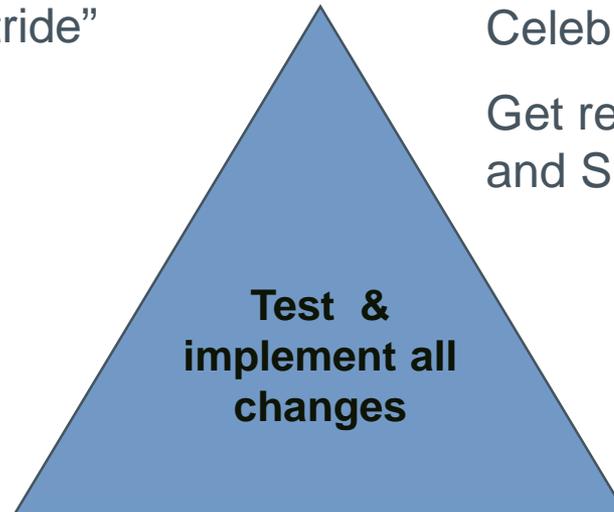
Action Period 1

## Learning Session 2

Get More Ideas

Get Better at Methods

Get a “Stride”



Action Period 2

## Learning Session 3 and Beyond

Celebrate Successes

Get ready to Sustain and Spread



# NE Wisconsin Learning Session 1: At a Glance

- **Build Shared Vision and Agenda**
- **Plenary Sessions - Learn the Methods**
  - Systems thinking; Model for Improvement; Plan-Do-Study-Act Cycles; Building an improvement project charter; Measurement 101 (Types of measures and run charts)
- **Breakout Sessions - Deeper Topics to develop ideas for change**
  - Breakouts by Community
  - Breakouts by Primary Drivers (e.g., Family Support and Connectedness or Job and Economic Stability)
  - Skills building such as Population Segmentation or Co-Designing Change Strategies with Community Members with Lived Experience
- **Team Meetings**
  - Process and planning time for the organization team
- **Collaboration**
  - Connect to others and collaborate through storyboard and social interaction



# NE Wisconsin Post-LS1 Bootcamp:<sup>25</sup>

- *A select group of LS participants stay on for 1-1.5 day workshop to dive deeper into improvement methods.*
- **Potential Participants:**
  - Those responsible for measurement within their improvement team/organization
  - Those interested in going deeper into QI
  - Team members from Regional Council organizations
- **Topics Covered:**
  - Theory behind the science of improvement
  - Aim-setting
  - Driver Diagrams
  - Measurement for Improvement 201 – Run Charts and Shewhart Control Charts
  - QI tools such as process mapping



# Learning Session Output

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- A charter that documents your aim
- A viable plan for the first test of change
- A written and feasible project plan that includes testing multiple changes
- The motivation and confidence to get started immediately

**All of the work of the Learning Session is to get ready for the Action Period**



# Action Periods

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## Organization Teams:

Try changes

Measure results

Get help from colleagues and collaborative leaders

## Collaborative Leaders:

- Support teams in their improvement work
- Build collaboration and shared learning
- Assess collaboration and progress

**Action periods are the times when change happens and processes improve**



# From Learning to Action

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Learning Sessions set up participants to take action:

- **Will** - Connection to colleagues, ambitious plans, confidence and competition
- **Ideas** - Begin with a great list and prepare to learn more from colleagues
- **Execution** - A method that, once learned, will carry them through many cycles of learning



# Collaborative Improvement Process

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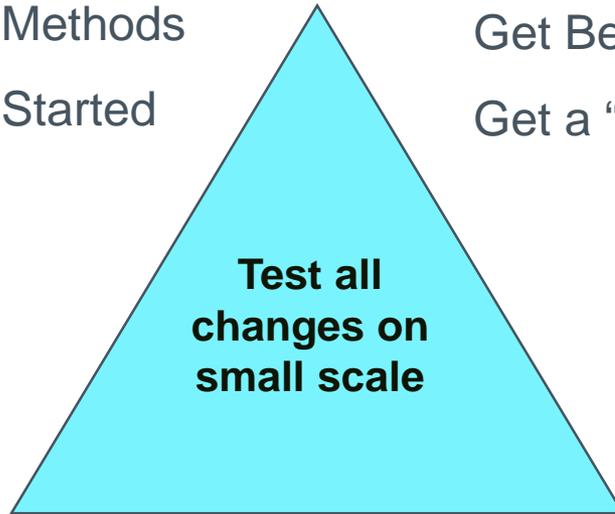
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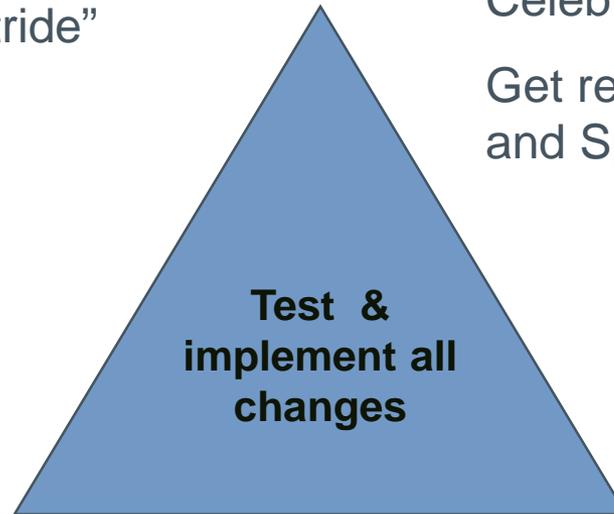
Action Period 1

## Learning Session 2

Get More Ideas

Get Better at Methods

Get a “Stride”



Action Period 2

## Learning Session 3 and Beyond

Celebrate Successes

Get ready to Sustain  
and Spread



# MEASURING OUR IMPACT



# Two Levels of Measurement

Measure	2015 Result	2016 Goal	2016 Result
<b>Adequate Physical Health</b>			
# of low-income individuals who receive health insurance			
<b>Adequate Education</b>			
# of low-income individuals who receive workforce training			
# of individuals enrolled through community-based agencies in GED classes			
# of individuals enrolled through community-based agencies who obtain a GED (possible sub-population: # of individuals who were in foster care who obtain a GED)			
# of individuals enrolled through community-based agencies in post-secondary educational institution or program			
<b>Job and Economic Stability</b>			
# of individuals who obtain employment with a salary > \$25k			
# of individuals who maintain employment for > 3 months			
<b>Psychological Health and Addiction</b>			
# of low-income adults meeting their mental health treatment goals			
# of low-income children meeting their mental health treatment goals			

- All organizations and agencies across the regional measure against Regional Indicators of Progress (Monthly)
- All participating teams in POINT track progress against specified improvement projects (Quarterly)



# TIMELINE AND EXPECTATIONS



# Learning Design: Program Activities

	Dec – 15	Jan – 16	Feb – 16	Mar – 16	Apr – 16	May – 16	Jun – 16	Jul – 16	Aug – 16	Sep – 16	Oct – 16	Dec – 16	Jan – 17	Feb – 17	Mar – 17	Apr – 17	May – 17	Jun – 17
Pre-work/ Informational Calls	●	●																
Learning Sessions			●			●			●			●			●			●
Improvement Bootcamp			●															
Progress Reporting				●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
All-Team Coaching Calls				●	●	●	●	●	●	●	●	●	●	●	●	●	●	●



# Who Should Participate in POINT

- Health care organizations (health systems, primary care, community health centers)
- Government agencies
- Mental and behavioral health services organizations
- Local community-based organizations
- Educational institutions and supportive organizations
- Local businesses
- Financial services organizations
- Faith-based groups
- Human and social services organizations
- Housing organizations
- Job training and workforce development organizations



# Support to Your Team

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- Guidance and coaching from expert faculty on the key content and methodologies necessary to achieve positive results in specific improvement projects.
- Guidance on testing, implementing, and scaling up strategies for addressing the key drivers of poverty.
- Support for developing measurement strategies and collecting, tracking, and analyzing data.
- Coaching to build each team's capability to learn what works in its setting, using the methodologies and knowledge in the POINT.



# Expectations of Participating Sites

- POINT is a strategic priority supported with active involvement at the senior level
- Resources are dedicated to driving progress (project management, data analyst, executive oversight, etc.)
- Key partners will need to be engaged
- Commitment to developing data capabilities to generate measures for all elements of the Triple Aim
- Participants willing to build skills in executing improvement initiatives



# Forming Your POINT Improvement Team

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- Each participating team should include 2-5 members who may represent a wide range of stakeholders, front-line staff, individuals receiving services, community partners and, if possible, someone trained in quality improvement and measurement.
  - Day-to-Day Project Manager
  - Content Expertise
  - Improvement Expertise
  - Community Members with Lived Experience
  - People willing to test ideas!



# ENROLLMENT AND NEXT STEPS



# To Enroll

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- Discuss this opportunity with your senior leaders and your team.
- Complete the enrollment form:  
[https://www.surveymonkey.com/r/NE\\_WI\\_POINT](https://www.surveymonkey.com/r/NE_WI_POINT)
  - *You will receive a confirmation email for your enrollment. Further details about the Learning Session will follow.*
- Please enroll no later than Friday, February 5th



# What is to come...

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- Small amount of Pre-Work for your team
- Learning Session 1 on February 17 (full), 18 (half)
- Bootcamp on February 18 (half), 19 (full)
- Learning Session 2 in mid May
- Content Calls (curriculum and testing) start in the early 2016 and will be staggered throughout the year.



# FAQs

## **Q: Will IHI have any documentation of this project that can be shared with my Board to get their buy in to join POINT?**

A: Yes! We will be re-sharing the Prospectus in addition to the PowerPoint slides after today's call so that you can disseminate as needed.

## **Q: Are these drivers final for the POINT?**

A: We are working to confirm the driver diagram over the month of January. You might have heard other drivers of poverty during your local Community Engagement Meeting, such as *institutional barriers*. What came out of the Community Engagement meetings is under discussion with the Regional Council.

## **Q: Do we focus on more population based initiatives or more individual based initiatives?**

A: It all depends on you. Ideally, we work on individual based initiatives in the beginning of the work, and that will eventually grow and scale to the population.

## **Q: Should our improvement projects be solely focused on organizations delivering services, or can improvement projects come from the community?**

A: Yes! We imagine that there will be projects focused on improving services delivered within organizations, projects focused on the coordination of services between organizations, projects solely focused on mobilized community members rather than organizationally-focused, and community members playing an active role on an improvement team for other projects.



# FAQs continued...

**Q: What about teaming up? For example, might district superintendents engage as a collective group instead of by individual districts?**

A: Yes – any collaboration is possible. It's up to you on how best to organize for improvement. To tease out your example, whether district superintendents decide to come together to work on an improvement project with a common aim, or they decide to work on different projects but affinitize to share knowledge particular to their roles and sector, both are great ways to organize for improvement.

**Q: What are the costs associated with POINT?**

A: The investment that is being made in organizations participating in this opportunity is for capacity building and *there is no fee for organizations to be part of POINT*. As the process progresses, participants may identify needs or opportunities that may be applicable for funding requests and those will be adjudicated through on-going grant making processes. We also believe that implementing improvement science framework for service delivery that aligns with an organization's mission will allow organizations to better tell their story and show their impact and measurable improvements in their sector which can be used to garner stronger support from donors.



# Questions?

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Please contact:

- Ninon Lewis, [nlewis@ihi.org](mailto:nlewis@ihi.org)
- Andrew Williams, [awwilliams@ihi.org](mailto:awwilliams@ihi.org)

